# Ivana Yoo

*Customer Service Professional*

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| **Profile**  Enthusiastic customer‑service professional with 7 years of experience in fast‑paced retail, hospitality, and office administration. Recognized for strong interpersonal skills, reliable attendance, and a knack for handling high‑volume transactions. Seeking a stable, full‑time role where I can leverage my multitasking abilities and upbeat attitude to support team objectives. Interests: Baking, travel photography, karaoke nights, local theater productions. Availability: Able to start within two weeks; open to rotating weekend schedules. References: Available upon request.  **Skills**  Core Skills  **Languages**  English — Native speaker  Korean — Conversational  **Awards**  Employee of the Month, Sunshine Apparel | 2020-11-01  Sunshine Apparel  Recognized for exceeding daily sales targets and maintaining perfect cash‑drawer balance.  Top Performer Award, Seaside Boutique Hotel | 2017-01-01  Seaside Boutique Hotel  Achieved highest guest‑satisfaction scores among front‑desk staff for the year.  **Certifications**  ServSafe Food Protection Manager Certification | 2025-12-31  ServSafe  Microsoft Office Specialist (Word) | 2020-01-01  Microsoft  **Interests**  Personal Interests: Baking, Travel photography, Karaoke nights, Local theater productions | **Experience**  **Retail Associate at Sunshine Apparel**  01 Jun 2018 – 30 Apr 2022  Orlando, FL   * Assisted customers with product selection, returns, and loyalty‑program enrollment, averaging 150 transactions per shift. * Managed back‑room inventory, performed weekly stock counts, and coordinated deliveries. * Trained two new hires on POS operation and store policies; acted as floor supervisor during manager absences.   **Front‑Desk Coordinator at Seaside Boutique Hotel**  01 Jan 2016 – 31 May 2018  Clearwater, FL   * Handled guest check‑ins/check‑outs, reservation system entry, and billing inquiries. * Processed high‑volume phone calls and email correspondence, ensuring a 98 % satisfaction rating in post‑stay surveys. * Organized weekly staff schedules, covering rotating weekend shifts and occasional holiday coverage.   **Catering Assistant at Lakeview Events**  01 Mar 2014 – 31 Dec 2015  Tampa, FL   * Supported lead caterer in set‑up and breakdown of events ranging from 20‑person breakfasts to 300‑person banquets. * Maintained cleanliness standards, performed food‑temperature checks, and ensured compliance with ServSafe guidelines. * Managed vendor invoices and assisted with inventory ordering for perishable goods.   **Administrative Intern at Riverbend Community Center**  01 Jun 2013 – 31 Aug 2013  Orlando, FL   * Performed data entry for member records, prepared flyers using basic design tools, and answered front‑desk queries.   **Education & Training**  **Associate of Applied Science, Culinary Arts**  College of Central Florida  – 01 May 2013  **References**  **Available upon request** |